

# Enterprise Incident Report February 2012

As of 3/1/2012

## Administrative Services

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents				
				Bottom Number - First Contact Resolution				
				Critical	High	Low	Medium	FCR Total
Administrative Services	Application Services	Dustin Crump	None	0	0	1	0	1
				0	0	0	0	0
			Product Total	0	0	1	0	1
				0	0	0	0	0
		Martin Gonzalez	Novell GroupWise	0	0	1	0	1
				0	0	1	0	1
			Product Total	0	0	1	0	1
				0	0	1	0	1
		Paul Lundell	Novell GroupWise	0	0	2	0	2
				0	0	0	0	0
			Product Total	0	0	2	0	2
				0	0	0	0	0
	Application Support - DFI	Tony Larsen	Novell GroupWise	0	0	1	1	2
				0	0	0	0	0
			Product Total	0	0	1	1	2
				0	0	0	0	0
		Assigned to Individual Total		0	0	5	1	6
				0	0	1	0	1
	Application Support - DFI	Drew Penrod	Data Warehouse	0	0	1	0	1
				0	0	0	0	0
			Product Total	0	0	1	0	1
				0	0	0	0	0

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				Critical	High	Low	Medium	FCR Total
Administrative Services	Application Support - DFI	<b>Assigned to Individual Total</b>		0	0	1	0	1
				0	0	0	0	0
	Capitol Desktop Support	Brian Bintz	None	0	0	3	0	3
				0	0	0	0	0
			PGP	0	0	1	0	1
				0	0	0	0	0
			ZENworks for Desktops	0	0	1	0	1
				0	0	0	0	0
			<b>Product Total</b>	0	0	5	0	5
				0	0	0	0	0
		Chad Poll	None	0	0	2	0	2
				0	0	1	0	1
			ZENworks for Desktops	0	0	1	0	1
				0	0	0	0	0
			<b>Product Total</b>	0	0	3	0	3
				0	0	1	0	1
		Michael Hussey	Microsoft Excel	0	0	1	0	1
				0	0	0	0	0
			None	0	1	0	0	1
				0	0	0	0	0
			<b>Product Total</b>	0	1	1	0	2
				0	0	0	0	0
		Paul Ross	None	0	0	1	0	1
				0	0	1	0	1
			<b>Product Total</b>	0	0	1	0	1
				0	0	1	0	1
		Scott Wunderlich	None	0	0	14	0	14
				0	0	8	0	8

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				Critical	High	Low	Medium	FCR Total
Administrative Services	Capitol Desktop Support	Scott Wunderlich	Novell Client for 32-bit Windows	0 0	0 0	1 1	0 0	1 1
			Product Total	0 0	0 0	15 9	0 0	15 9
		Tom Hanson	BMI	0 0	0 0	1 0	0 0	1 0
			Cisco AnyConnect VPN	0 0	0 0	1 1	0 0	1 1
			Microsoft Access	0 0	0 0	1 1	0 0	1 1
			Microsoft Office	0 0	0 0	1 1	0 0	1 1
			Microsoft Office Professional 2010	0 0	0 0	1 1	0 0	1 1
			Microsoft Word	0 0	0 0	1 1	0 0	1 1
			None	0 0	0 0	25 25	0 0	25 25
			Novell Client for 32-bit Windows	0 0	0 0	1 1	0 0	1 1
			Novell GroupWise	0 0	0 0	1 1	0 0	1 1
			ZENworks for Desktops	0 0	0 0	3 3	0 0	3 3
			Product Total	0 0	0 0	36 35	0 0	36 35
		Assigned to Individual Total		0 0	1 0	61 46	0 0	62 46

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				Critical	High	Low	Medium	FCR Total
Administrative Services	Capitol Hosting	Curtis Parker	None	0 0	1 0	2 0	0 0	3 0
			Novell eDirectory	0 0	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	3 0	0 0	4 0
		Danny Black	None	0 0	0 0	1 0	0 0	1 0
			Product Total	0 0	0 0	1 0	0 0	1 0
		Joe Benson	None	0 0	0 0	1 0	0 0	1 0
			Product Total	0 0	0 0	1 0	0 0	1 0
		Mike Tyrrell	None	1 0	0 0	0 0	0 0	1 0
			Product Total	1 0	0 0	0 0	0 0	1 0
		Patrick Funk	None	0 0	0 0	1 0	0 0	1 0
			Product Total	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total		1 0	1 0	6 0	0 0	8 0
	Help Desk	Brenda Treadway	iPhone	0 0	0 0	1 1	0 0	1 1
			Novell Client for 32-bit Windows	0 0	0 0	1 1	0 0	1 1

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				Critical	High	Low	Medium	FCR Total
Administrative Services	Help Desk	Brenda Treadway	Novell GroupWise	0	0	2	0	2
				0	0	2	0	2
			Product Total	0	0	4	0	4
				0	0	4	0	4
		Eileen Dubach	Access Point	0	0	1	0	1
				0	0	1	0	1
			Novell Client for 32-bit Windows	0	0	1	0	1
				0	0	1	0	1
			Product Total	0	0	2	0	2
				0	0	2	0	2
		James Stearns	Novell Client for 32-bit Windows	0	0	2	0	2
				0	0	2	0	2
			Product Total	0	0	2	0	2
				0	0	2	0	2
		Julie VanBeekum	Novell GroupWise	0	0	1	0	1
				0	0	1	0	1
			Product Total	0	0	1	0	1
				0	0	1	0	1
		Sarah Johnson	Droid	0	0	1	0	1
				0	0	0	0	0
			Product Total	0	0	1	0	1
				0	0	0	0	0
		Vicky Marrelli	Novell Client for 32-bit Windows	0	0	4	0	4
				0	0	4	0	4
			Novell GroupWise	0	0	1	0	1
				0	0	1	0	1
			PGP	0	0	1	0	1
				0	0	1	0	1

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				Critical	High	Low	Medium	FCR Total	
Administrative Services	Help Desk	Vicky Marrelli	Product Total	0 0	0 0	6 6	0 0	6 6	
		Assigned to Individual Total		0 0	0 0	16 15	0 0	16 15	
		Metro A Desktop Support	Kraig Ellis	None	0 0	0 0	4 0	0 0	4 0
	Product Total			0 0	0 0	4 0	0 0	4 0	
	Assigned to Individual Total		0 0	0 0	4 0	0 0	4 0		
	Metro A Help Desk	Cindy Schroeder	Novell GroupWise	0 0	0 0	2 2	0 0	2 2	
			Product Total	0 0	0 0	2 2	0 0	2 2	
			Liz Evans	None	0 0	0 0	1 1	0 0	1 1
		Product Total		0 0	0 0	1 1	0 0	1 1	
		Assigned to Individual Total		0 0	0 0	3 3	0 0	3 3	
		Metro B Desktop Support	Jay Locker	None	0 0	0 0	1 0	0 0	1 0
				Product Total	0 0	0 0	1 0	0 0	1 0
	Ken Bolkcom		None	0 0	0 0	1 0	0 0	1 0	
			Product Total	0 0	0 0	1 0	0 0	1 0	

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				Critical	High	Low	Medium	FCR Total
Administrative Services	Metro B Desktop Support	Sean Chadbourne	None	0	0	1	0	1
				0	0	0	0	0
			Product Total	0	0	1	0	1
				0	0	0	0	0
		Tyler Pearce	None	0	0	1	0	1
				0	0	0	0	0
			Product Total	0	0	1	0	1
				0	0	0	0	0
		Assigned to Individual Total		0	0	4	0	4
				0	0	0	0	0
	Metro B Help Desk	Ed Conrad	Novell GroupWise	0	0	1	0	1
				0	0	0	0	0
			Product Total	0	0	1	0	1
				0	0	0	0	0
		Janet Hongsyvilay	Novell GroupWise	0	0	1	0	1
				0	0	0	0	0
			Product Total	0	0	1	0	1
				0	0	0	0	0
		Assigned to Individual Total		0	0	2	0	2
				0	0	0	0	0
	Network Operations	Robert Ryan	None	0	0	1	0	1
				0	0	0	0	0
			Product Total	0	0	1	0	1
				0	0	0	0	0
		Assigned to Individual Total		0	0	1	0	1
				0	0	0	0	0
	Rural Central Desktop Support	Paul Petersen	None	0	0	2	0	2
				0	0	2	0	2

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				Critical	High	Low	Medium	FCR Total	
Administrative Services	Rural Central Desktop Support	Paul Petersen	Product Total	0 0	0 0	2 2	0 0	2 2	
		Rod Montoya	None	0 0	0 0	1 1	0 0	1 1	
			Product Total	0 0	0 0	1 1	0 0	1 1	
		Assigned to Individual Total			0 0	0 0	3 3	0 0	3 3
	Rural North Desktop Support	Don Higgs	Microsoft Excel	0 0	0 0	1 1	0 0	1 1	
			Product Total	0 0	0 0	1 1	0 0	1 1	
		Kim Ratushniak	Internet Explorer	0 0	0 0	1 1	0 0	1 1	
			Product Total	0 0	0 0	1 1	0 0	1 1	
		Ruston McKay	Novell Client for 32-bit Windows	0 0	0 0	1 1	0 0	1 1	
			Novell GroupWise	0 0	0 0	1 1	0 0	1 1	
			Product Total	0 0	0 0	2 2	0 0	2 2	
		Ryan Casey	None	0 0	0 0	2 1	0 0	2 1	
			Product Total	0 0	0 0	2 1	0 0	2 1	
		Assigned to Individual Total			0 0	0 0	6 5	0 0	6 5



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				Critical	High	Low	Medium	FCR Total
Administrative Services	Rural South Desktop Support	Meladye Shively	None	0	0	1	0	1
				0	0	0	0	0
		Product Total		0	0	1	0	1
				0	0	0	0	0
		Assigned to Individual Total		0	0	1	0	1
				0	0	0	0	0
	Security	Sharon Smith	Novell Client for 32-bit Windows	0	0	1	0	1
				0	0	0	0	0
		Product Total		0	0	1	0	1
				0	0	0	0	0
		Assigned to Individual Total		0	0	1	0	1
				0	0	0	0	0
	Strategic Communications	Dennis Rogers	None	0	0	2	0	2
				0	0	0	0	0
		Product Total		0	0	2	0	2
				0	0	0	0	0
		Assigned to Individual Total		0	0	2	0	2
				0	0	0	0	0
	Voice Operations	Britany Finlay	Telephone	0	0	1	0	1
				0	0	0	0	0
		Product Total		0	0	1	0	1
				0	0	0	0	0
		Gail Christiansen	Telephone	0	0	1	0	1
				0	0	0	0	0
		Product Total		0	0	1	0	1
				0	0	0	0	0
		Romanza Hamblin	None	0	0	1	0	1
				0	0	1	0	1

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				Critical	High	Low	Medium	FCR Total
Administrative Services	Voice Operations	Romanza Hamblin	Telephone	0 0	0 0	3 3	1 0	4 3
			Product Total	0 0	0 0	4 4	1 0	5 4
		Romanza Hamblin Sorenson	Telephone	0 0	1 0	0 0	0 0	1 0
			Product Total	0 0	1 0	0 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	6 4	1 0	8 4
		Customer Company Total			1 0	3 0	122 77	2 0
	Customer Company Total			1 0	3 0	122 77	2 0	128 77

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## Administrative Services

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Missed Initial Response				
				Critical	High	Low	Medium	MIR Total
Administrative Services	Application Services	Dustin Crump	None	0 0	0 0	1 0	0 0	1 0
			Product Total	0 0	0 0	1 0	0 0	1 0
		Martin Gonzalez	Novell GroupWise	0 0	0 0	1 0	0 0	1 0
			Product Total	0 0	0 0	1 0	0 0	1 0
		Paul Lundell	Novell GroupWise	0 0	0 0	2 1	0 0	2 1
			Product Total	0 0	0 0	2 1	0 0	2 1
		Tony Larsen	Novell GroupWise	0 0	0 0	1 0	1 0	2 0
			Product Total	0 0	0 0	1 0	1 0	2 0
		Assigned to Individual Total		0 0	0 0	5 1	1 0	6 1
	Application Support - DFI	Drew Penrod	Data Warehouse	0 0	0 0	1 1	0 0	1 1
			Product Total	0 0	0 0	1 1	0 0	1 1

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				Critical	High	Low	Medium	MIR Total
Administrative Services	Application Support - DFI	<b>Assigned to Individual Total</b>		0	0	1	0	1
				0	0	1	0	1
	Capitol Desktop Support	Brian Bintz	None	0	0	3	0	3
				0	0	0	0	0
			PGP	0	0	1	0	1
				0	0	0	0	0
			ZENworks for Desktops	0	0	1	0	1
				0	0	0	0	0
			<b>Product Total</b>	0	0	5	0	5
				0	0	0	0	0
		Chad Poll	None	0	0	2	0	2
				0	0	0	0	0
			ZENworks for Desktops	0	0	1	0	1
				0	0	0	0	0
			<b>Product Total</b>	0	0	3	0	3
				0	0	0	0	0
		Michael Hussey	Microsoft Excel	0	0	1	0	1
				0	0	0	0	0
			None	0	1	0	0	1
				0	0	0	0	0
			<b>Product Total</b>	0	1	1	0	2
				0	0	0	0	0
		Paul Ross	None	0	0	1	0	1
				0	0	0	0	0
			<b>Product Total</b>	0	0	1	0	1
				0	0	0	0	0
		Scott Wunderlich	None	0	0	14	0	14
				0	0	0	0	0

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				Critical	High	Low	Medium	MIR Total
Administrative Services	Capitol Desktop Support	Scott Wunderlich	Novell Client for 32-bit Windows	0 0	0 0	1 0	0 0	1 0
			Product Total	0 0	0 0	15 0	0 0	15 0
		Tom Hanson	BMI	0 0	0 0	1 0	0 0	1 0
			Cisco AnyConnect VPN	0 0	0 0	1 0	0 0	1 0
			Microsoft Access	0 0	0 0	1 0	0 0	1 0
			Microsoft Office	0 0	0 0	1 0	0 0	1 0
			Microsoft Office Professional 2010	0 0	0 0	1 0	0 0	1 0
			Microsoft Word	0 0	0 0	1 0	0 0	1 0
			None	0 0	0 0	25 0	0 0	25 0
			Novell Client for 32-bit Windows	0 0	0 0	1 0	0 0	1 0
			Novell GroupWise	0 0	0 0	1 0	0 0	1 0
			ZENworks for Desktops	0 0	0 0	3 0	0 0	3 0
			Product Total	0 0	0 0	36 0	0 0	36 0
		Assigned to Individual Total		0 0	1 0	61 0	0 0	62 0

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				Critical	High	Low	Medium	MIR Total
Administrative Services	Capitol Hosting	Curtis Parker	None	0 0	1 0	2 1	0 0	3 1
			Novell eDirectory	0 0	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	3 1	0 0	4 1
		Danny Black	None	0 0	0 0	1 1	0 0	1 1
			Product Total	0 0	0 0	1 1	0 0	1 1
		Joe Benson	None	0 0	0 0	1 0	0 0	1 0
			Product Total	0 0	0 0	1 0	0 0	1 0
		Mike Tyrrell	None	1 0	0 0	0 0	0 0	1 0
			Product Total	1 0	0 0	0 0	0 0	1 0
		Patrick Funk	None	0 0	0 0	1 1	0 0	1 1
			Product Total	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total		1 0	1 0	6 3	0 0	8 3
	Help Desk	Brenda Treadway	iPhone	0 0	0 0	1 0	0 0	1 0
			Novell Client for 32-bit Windows	0 0	0 0	1 0	0 0	1 0

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				Critical	High	Low	Medium	MIR Total
Administrative Services	Help Desk	Brenda Treadway	Novell GroupWise	0 0	0 0	2 0	0 0	2 0
			Product Total	0 0	0 0	4 0	0 0	4 0
		Eileen Dubach	Access Point	0 0	0 0	1 0	0 0	1 0
			Novell Client for 32-bit Windows	0 0	0 0	1 0	0 0	1 0
			Product Total	0 0	0 0	2 0	0 0	2 0
		James Stearns	Novell Client for 32-bit Windows	0 0	0 0	2 0	0 0	2 0
			Product Total	0 0	0 0	2 0	0 0	2 0
		Julie VanBeekum	Novell GroupWise	0 0	0 0	1 0	0 0	1 0
			Product Total	0 0	0 0	1 0	0 0	1 0
		Sarah Johnson	Droid	0 0	0 0	1 0	0 0	1 0
			Product Total	0 0	0 0	1 0	0 0	1 0
		Vicky Marrelli	Novell Client for 32-bit Windows	0 0	0 0	4 0	0 0	4 0
			Novell GroupWise	0 0	0 0	1 0	0 0	1 0
			PGP	0 0	0 0	1 0	0 0	1 0

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				Critical	High	Low	Medium	MIR Total	
Administrative Services	Help Desk	Vicky Marrelli	Product Total	0 0	0 0	6 0	0 0	6 0	
		Assigned to Individual Total		0 0	0 0	16 0	0 0	16 0	
		Metro A Desktop Support	Kraig Ellis	None	0 0	0 0	4 1	0 0	4 1
	Product Total			0 0	0 0	4 1	0 0	4 1	
	Assigned to Individual Total		0 0	0 0	4 1	0 0	4 1		
	Metro A Help Desk		Cindy Schroeder	Novell GroupWise	0 0	0 0	2 0	0 0	2 0
		Product Total		0 0	0 0	2 0	0 0	2 0	
		Liz Evans	None	0 0	0 0	1 0	0 0	1 0	
			Product Total	0 0	0 0	1 0	0 0	1 0	
		Assigned to Individual Total		0 0	0 0	3 0	0 0	3 0	
		Metro B Desktop Support	Jay Locker	None	0 0	0 0	1 0	0 0	1 0
				Product Total	0 0	0 0	1 0	0 0	1 0
			Ken Bolkcom	None	0 0	0 0	1 0	0 0	1 0
	Product Total			0 0	0 0	1 0	0 0	1 0	



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				Critical	High	Low	Medium	MIR Total	
Administrative Services	Metro B Desktop Support	Sean Chadbourne	None	0 0	0 0	1 0	0 0	1 0	
			Product Total	0 0	0 0	1 0	0 0	1 0	
		Tyler Pearce	None	0 0	0 0	1 0	0 0	1 0	
			Product Total	0 0	0 0	1 0	0 0	1 0	
		Assigned to Individual Total			0 0	0 0	4 0	0 0	4 0
		Metro B Help Desk	Ed Conrad	Novell GroupWise	0 0	0 0	1 0	0 0	1 0
				Product Total	0 0	0 0	1 0	0 0	1 0
			Janet Hongsyvilay	Novell GroupWise	0 0	0 0	1 0	0 0	1 0
	Product Total			0 0	0 0	1 0	0 0	1 0	
	Assigned to Individual Total			0 0	0 0	2 0	0 0	2 0	
	Network Operations		Robert Ryan	None	0 0	0 0	1 0	0 0	1 0
				Product Total	0 0	0 0	1 0	0 0	1 0
			Assigned to Individual Total			0 0	0 0	1 0	0 0
	Rural Central Desktop Support	Paul Petersen	None	0 0	0 0	2 0	0 0	2 0	

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				Critical	High	Low	Medium	MIR Total	
Administrative Services	Rural Central Desktop Support	Paul Petersen	Product Total	0 0	0 0	2 0	0 0	2 0	
		Rod Montoya	None	0 0	0 0	1 0	0 0	1 0	
			Product Total	0 0	0 0	1 0	0 0	1 0	
		Assigned to Individual Total			0 0	0 0	3 0	0 0	3 0
	Rural North Desktop Support	Don Higgs	Microsoft Excel	0 0	0 0	1 0	0 0	1 0	
			Product Total	0 0	0 0	1 0	0 0	1 0	
		Kim Ratushniak	Internet Explorer	0 0	0 0	1 0	0 0	1 0	
			Product Total	0 0	0 0	1 0	0 0	1 0	
		Ruston McKay	Novell Client for 32-bit Windows	0 0	0 0	1 0	0 0	1 0	
			Novell GroupWise	0 0	0 0	1 0	0 0	1 0	
			Product Total	0 0	0 0	2 0	0 0	2 0	
		Ryan Casey	None	0 0	0 0	2 0	0 0	2 0	
			Product Total	0 0	0 0	2 0	0 0	2 0	
		Assigned to Individual Total			0 0	0 0	6 0	0 0	6 0

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				Critical	High	Low	Medium	MIR Total
Administrative Services	Rural South Desktop Support	Meladye Shively	None	0	0	1	0	1
				0	0	0	0	0
		Product Total		0	0	1	0	1
				0	0	0	0	0
		Assigned to Individual Total		0	0	1	0	1
				0	0	0	0	0
	Security	Sharon Smith	Novell Client for 32-bit Windows	0	0	1	0	1
				0	0	0	0	0
		Product Total		0	0	1	0	1
				0	0	0	0	0
		Assigned to Individual Total		0	0	1	0	1
				0	0	0	0	0
	Strategic Communications	Dennis Rogers	None	0	0	2	0	2
				0	0	0	0	0
		Product Total		0	0	2	0	2
				0	0	0	0	0
		Assigned to Individual Total		0	0	2	0	2
				0	0	0	0	0
	Voice Operations	Britany Finlay	Telephone	0	0	1	0	1
				0	0	0	0	0
		Product Total		0	0	1	0	1
				0	0	0	0	0
		Gail Christiansen	Telephone	0	0	1	0	1
				0	0	0	0	0
		Product Total		0	0	1	0	1
				0	0	0	0	0
		Romanza Hamblin	None	0	0	1	0	1
				0	0	0	0	0

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				Critical	High	Low	Medium	MIR Total
Administrative Services	Voice Operations	Romanza Hamblin	Telephone	0 0	0 0	3 0	1 0	4 0
			Product Total	0 0	0 0	4 0	1 0	5 0
		Romanza Hamblin	Telephone	0 0	1 0	0 0	0 0	1 0
			Product Total	0 0	1 0	0 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	6 0	1 0	8 0
	Customer Company Total			1 0	3 0	122 6	2 0	128 6
	Customer Company Total			1 0	3 0	122 6	2 0	128 6

# Enterprise Incident Report February 2012

As of 3/1/2012

## Administrative Services

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number -Average time in hours				
				Critical	High	Low	Medium	ATTIR Total
Administrative Services	Application Services	Dustin Crump	None	0 0.00	0 0.00	1 0.58	0 0.00	1 0.58
			Product Total	0 0.00	0 0.00	1 0.58	0 0.00	1 0.58
		Martin Gonzalez	Novell GroupWise	0 0.00	0 0.00	1 0.22	0 0.00	1 0.22
			Product Total	0 0.00	0 0.00	1 0.22	0 0.00	1 0.22
		Paul Lundell	Novell GroupWise	0 0.00	0 0.00	2 0.70	0 0.00	2 0.70
			Product Total	0 0.00	0 0.00	2 0.70	0 0.00	2 0.70
		Tony Larsen	Novell GroupWise	0 0.00	0 0.00	1 0.76	1 0.55	2 0.65
			Product Total	0 0.00	0 0.00	1 0.76	1 0.55	2 0.65
		Assigned to Individual Total		0 0.00	0 0.00	5 0.59	1 0.55	6 0.58
	Application Support - DFI	Drew Penrod	Data Warehouse	0 0.00	0 0.00	1 2.41	0 0.00	1 2.41
			Product Total	0 0.00	0 0.00	1 2.41	0 0.00	1 2.41

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## Administrative Services

				Critical	High	Low	Medium	ATTIR Total
Administrative Services	Application Support - DFI	Assigned to Individual Total		0 0.00	0 0.00	1 2.41	0 0.00	1 2.41
	Capitol Desktop Support	Brian Bintz	None	0 0.00	0 0.00	3 0.45	0 0.00	3 0.45
			PGP	0 0.00	0 0.00	1 0.43	0 0.00	1 0.43
			ZENworks for Desktops	0 0.00	0 0.00	1 0.35	0 0.00	1 0.35
			Product Total	0 0.00	0 0.00	5 0.42	0 0.00	5 0.42
		Chad Poll	None	0 0.00	0 0.00	2 0.05	0 0.00	2 0.05
			ZENworks for Desktops	0 0.00	0 0.00	1 0.18	0 0.00	1 0.18
			Product Total	0 0.00	0 0.00	3 0.09	0 0.00	3 0.09
		Michael Hussey	Microsoft Excel	0 0.00	0 0.00	1 0.81	0 0.00	1 0.81
			None	0 0.00	1 0.67	0 0.00	0 0.00	1 0.67
			Product Total	0 0.00	1 0.67	1 0.81	0 0.00	2 0.74
		Paul Ross	None	0 0.00	0 0.00	1 0.66	0 0.00	1 0.66
			Product Total	0 0.00	0 0.00	1 0.66	0 0.00	1 0.66
		Scott Wunderlich	None	0 0.00	0 0.00	14 0.24	0 0.00	14 0.24

# Enterprise Incident Report February 2012

As of 3/1/2012

## Administrative Services

				Critical	High	Low	Medium	ATTIR Total
Administrative Services	Capitol Desktop Support	Scott Wunderlich	Novell Client for 32-bit Windows	0 0.00	0 0.00	1 0.37	0 0.00	1 0.37
			Product Total	0 0.00	0 0.00	15 0.25	0 0.00	15 0.25
		Tom Hanson	BMI	0 0.00	0 0.00	1 0.24	0 0.00	1 0.24
			Cisco AnyConnect VPN	0 0.00	0 0.00	1 0.13	0 0.00	1 0.13
			Microsoft Access	0 0.00	0 0.00	1 0.11	0 0.00	1 0.11
			Microsoft Office	0 0.00	0 0.00	1 0.53	0 0.00	1 0.53
			Microsoft Office Professional 2010	0 0.00	0 0.00	1 0.04	0 0.00	1 0.04
			Microsoft Word	0 0.00	0 0.00	1 0.08	0 0.00	1 0.08
			None	0 0.00	0 0.00	25 0.09	0 0.00	25 0.09
			Novell Client for 32-bit Windows	0 0.00	0 0.00	1 0.41	0 0.00	1 0.41
			Novell GroupWise	0 0.00	0 0.00	1 0.18	0 0.00	1 0.18
			ZENworks for Desktops	0 0.00	0 0.00	3 0.21	0 0.00	3 0.21
			Product Total	0 0.00	0 0.00	36 0.13	0 0.00	36 0.13
		Assigned to Individual Total		0 0.00	1 0.67	61 0.20	0 0.00	62 0.21

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## Administrative Services

				Critical	High	Low	Medium	ATTIR Total
Administrative Services	Capitol Hosting	Curtis Parker	None	0 0.00	1 0.13	2 2.92	0 0.00	3 1.99
			Novell eDirectory	0 0.00	0 0.00	1 0.14	0 0.00	1 0.14
			Product Total	0 0.00	1 0.13	3 1.99	0 0.00	4 1.53
		Danny Black	None	0 0.00	0 0.00	1 33.34	0 0.00	1 33.34
			Product Total	0 0.00	0 0.00	1 33.34	0 0.00	1 33.34
		Joe Benson	None	0 0.00	0 0.00	1 0.23	0 0.00	1 0.23
			Product Total	0 0.00	0 0.00	1 0.23	0 0.00	1 0.23
		Mike Tyrrell	None	1 0.08	0 0.00	0 0.00	0 0.00	1 0.08
			Product Total	1 0.08	0 0.00	0 0.00	0 0.00	1 0.08
		Patrick Funk	None	0 0.00	0 0.00	1 1.17	0 0.00	1 1.17
			Product Total	0 0.00	0 0.00	1 1.17	0 0.00	1 1.17
		Assigned to Individual Total		1 0.08	1 0.13	6 6.79	0 0.00	8 5.12
	Help Desk	Brenda Treadway	iPhone	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
			Novell Client for 32-bit Windows	0 0.00	0 0.00	1 0.19	0 0.00	1 0.19



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## Administrative Services

				Critical	High	Low	Medium	ATTIR Total
Administrative Services	Help Desk	Brenda Treadway	Novell GroupWise	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
			Product Total	0 0.00	0 0.00	4 0.05	0 0.00	4 0.05
		Eileen Dubach	Access Point	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
			Novell Client for 32-bit Windows	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		James Stearns	Novell Client for 32-bit Windows	0 0.00	0 0.00	2 0.05	0 0.00	2 0.05
			Product Total	0 0.00	0 0.00	2 0.05	0 0.00	2 0.05
		Julie VanBeekum	Novell GroupWise	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Sarah Johnson	Droid	0 0.00	0 0.00	1 0.17	0 0.00	1 0.17
			Product Total	0 0.00	0 0.00	1 0.17	0 0.00	1 0.17
		Vicky Marrelli	Novell Client for 32-bit Windows	0 0.00	0 0.00	4 0.00	0 0.00	4 0.00
			Novell GroupWise	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
			PGP	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00

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## Administrative Services

				Critical	High	Low	Medium	ATTIR Total
Administrative Services	Help Desk	Vicky Marrelli	Product Total	0 0.00	0 0.00	6 0.00	0 0.00	6 0.00
		Assigned to Individual Total		0 0.00	0 0.00	16 0.03	0 0.00	16 0.03
	Metro A Desktop Support	Kraig Ellis	None	0 0.00	0 0.00	4 0.43	0 0.00	4 0.43
			Product Total	0 0.00	0 0.00	4 0.43	0 0.00	4 0.43
		Assigned to Individual Total		0 0.00	0 0.00	4 0.43	0 0.00	4 0.43
	Metro A Help Desk	Cindy Schroeder	Novell GroupWise	0 0.00	0 0.00	2 0.06	0 0.00	2 0.06
			Product Total	0 0.00	0 0.00	2 0.06	0 0.00	2 0.06
		Liz Evans	None	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total		0 0.00	0 0.00	3 0.04	0 0.00	3 0.04
	Metro B Desktop Support	Jay Locker	None	0 0.00	0 0.00	1 0.36	0 0.00	1 0.36
			Product Total	0 0.00	0 0.00	1 0.36	0 0.00	1 0.36
		Ken Bolkcom	None	0 0.00	0 0.00	1 0.12	0 0.00	1 0.12
			Product Total	0 0.00	0 0.00	1 0.12	0 0.00	1 0.12

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## Administrative Services

				Critical	High	Low	Medium	ATTIR Total
Administrative Services	Metro B Desktop Support	Sean Chadbourne	None	0 0.00	0 0.00	1 0.01	0 0.00	1 0.01
			Product Total	0 0.00	0 0.00	1 0.01	0 0.00	1 0.01
		Tyler Pearce	None	0 0.00	0 0.00	1 0.30	0 0.00	1 0.30
			Product Total	0 0.00	0 0.00	1 0.30	0 0.00	1 0.30
		Assigned to Individual Total		0 0.00	0 0.00	4 0.20	0 0.00	4 0.20
	Metro B Help Desk	Ed Conrad	Novell GroupWise	0 0.00	0 0.00	1 0.85	0 0.00	1 0.85
			Product Total	0 0.00	0 0.00	1 0.85	0 0.00	1 0.85
		Janet Hongsyvilay	Novell GroupWise	0 0.00	0 0.00	1 0.36	0 0.00	1 0.36
			Product Total	0 0.00	0 0.00	1 0.36	0 0.00	1 0.36
		Assigned to Individual Total		0 0.00	0 0.00	2 0.61	0 0.00	2 0.61
	Network Operations	Robert Ryan	None	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total		0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Rural Central Desktop Support	Paul Petersen	None	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00

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## Administrative Services

				Critical	High	Low	Medium	ATTIR Total
Administrative Services	Rural Central Desktop Support	Paul Petersen	Product Total	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		Rod Montoya	None	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total		0 0.00	0 0.00	3 0.00	0 0.00	3 0.00
	Rural North Desktop Support	Don Higgs	Microsoft Excel	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Kim Ratushniak	Internet Explorer	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Ruston McKay	Novell Client for 32-bit Windows	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
			Novell GroupWise	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		Ryan Casey	None	0 0.00	0 0.00	2 0.20	0 0.00	2 0.20
			Product Total	0 0.00	0 0.00	2 0.20	0 0.00	2 0.20
		Assigned to Individual Total		0 0.00	0 0.00	6 0.07	0 0.00	6 0.07

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## Administrative Services

				Critical	High	Low	Medium	ATTIR Total
Administrative Services	Rural South Desktop Support	Meladye Shively	None	0 0.00	0 0.00	1 0.16	0 0.00	1 0.16
			Product Total	0 0.00	0 0.00	1 0.16	0 0.00	1 0.16
		Assigned to Individual Total		0 0.00	0 0.00	1 0.16	0 0.00	1 0.16
	Security	Sharon Smith	Novell Client for 32-bit Windows	0 0.00	0 0.00	1 0.18	0 0.00	1 0.18
			Product Total	0 0.00	0 0.00	1 0.18	0 0.00	1 0.18
		Assigned to Individual Total		0 0.00	0 0.00	1 0.18	0 0.00	1 0.18
	Strategic Communications	Dennis Rogers	None	0 0.00	0 0.00	2 0.33	0 0.00	2 0.33
			Product Total	0 0.00	0 0.00	2 0.33	0 0.00	2 0.33
		Assigned to Individual Total		0 0.00	0 0.00	2 0.33	0 0.00	2 0.33
	Voice Operations	Britany Finlay	Telephone	0 0.00	0 0.00	1 0.18	0 0.00	1 0.18
			Product Total	0 0.00	0 0.00	1 0.18	0 0.00	1 0.18
		Gail Christiansen	Telephone	0 0.00	0 0.00	1 0.10	0 0.00	1 0.10
			Product Total	0 0.00	0 0.00	1 0.10	0 0.00	1 0.10
		Romanza Hamblin	None	0 0.00	0 0.00	1 0.17	0 0.00	1 0.17

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## Administrative Services

				Critical	High	Low	Medium	ATTIR Total
Administrative Services	Voice Operations	Romanza Hamblin	Telephone	0 0.00	0 0.00	3 0.19	1 0.12	4 0.17
			Product Total	0 0.00	0 0.00	4 0.18	1 0.12	5 0.17
		Romanza Hamblin Serenson	Telephone	0 0.00	1 0.20	0 0.00	0 0.00	1 0.20
			Product Total	0 0.00	1 0.20	0 0.00	0 0.00	1 0.20
		Assigned to Individual Total			0 0.00	1 0.20	6 0.17	1 0.12
	Assigned Group Total			1 0.08	3 0.34	122 0.53	2 0.34	128 0.52
Customer Company Total				1 0.08	3 0.34	122 0.53	2 0.34	128 0.52

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## Administrative Services

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Missed Resolution				
				Critical	High	Low	Medium	MR Total
Administrative Services	Application Services	Dustin Crump	None	0 0	0 0	1 0	0 0	1 0
			Product Total	0 0	0 0	1 0	0 0	1 0
		Martin Gonzalez	Novell GroupWise	0 0	0 0	1 0	0 0	1 0
			Product Total	0 0	0 0	1 0	0 0	1 0
		Paul Lundell	Novell GroupWise	0 0	0 0	2 0	0 0	2 0
			Product Total	0 0	0 0	2 0	0 0	2 0
		Tony Larsen	Novell GroupWise	0 0	0 0	1 0	1 0	2 0
			Product Total	0 0	0 0	1 0	1 0	2 0
		Assigned to Individual Total		0 0	0 0	5 0	1 0	6 0
	Application Support - DFI	Drew Penrod	Data Warehouse	0 0	0 0	1 0	0 0	1 0
			Product Total	0 0	0 0	1 0	0 0	1 0

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## Administrative Services

				Critical	High	Low	Medium	MR Total
Administrative Services	Application Support - DFI	Assigned to Individual Total		0	0	1	0	1
				0	0	0	0	0
	Capitol Desktop Support	Brian Bintz	None	0	0	3	0	3
				0	0	0	0	0
			PGP	0	0	1	0	1
				0	0	0	0	0
			ZENworks for Desktops	0	0	1	0	1
				0	0	0	0	0
			Product Total	0	0	5	0	5
				0	0	0	0	0
		Chad Poll	None	0	0	2	0	2
				0	0	0	0	0
			ZENworks for Desktops	0	0	1	0	1
				0	0	0	0	0
			Product Total	0	0	3	0	3
				0	0	0	0	0
		Michael Hussey	Microsoft Excel	0	0	1	0	1
				0	0	0	0	0
			None	0	1	0	0	1
				0	0	0	0	0
			Product Total	0	1	1	0	2
				0	0	0	0	0
		Paul Ross	None	0	0	1	0	1
				0	0	0	0	0
			Product Total	0	0	1	0	1
				0	0	0	0	0
		Scott Wunderlich	None	0	0	14	0	14
				0	0	0	0	0



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## Administrative Services

				Critical	High	Low	Medium	MR Total
Administrative Services	Capitol Desktop Support	Scott Wunderlich	Novell Client for 32-bit Windows	0	0	1	0	1
				0	0	0	0	0
			Product Total	0	0	15	0	15
				0	0	0	0	0
		Tom Hanson	BMI	0	0	1	0	1
				0	0	0	0	0
			Cisco AnyConnect VPN	0	0	1	0	1
				0	0	0	0	0
			Microsoft Access	0	0	1	0	1
				0	0	0	0	0
			Microsoft Office	0	0	1	0	1
				0	0	0	0	0
			Microsoft Office Professional 2010	0	0	1	0	1
				0	0	0	0	0
			Microsoft Word	0	0	1	0	1
				0	0	0	0	0
			None	0	0	25	0	25
				0	0	0	0	0
			Novell Client for 32-bit Windows	0	0	1	0	1
				0	0	0	0	0
			Novell GroupWise	0	0	1	0	1
				0	0	0	0	0
			ZENworks for Desktops	0	0	3	0	3
				0	0	0	0	0
			Product Total	0	0	36	0	36
				0	0	0	0	0
		Assigned to Individual Total		0	1	61	0	62
				0	0	0	0	0

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## Administrative Services

				Critical	High	Low	Medium	MR Total
Administrative Services	Capitol Hosting	Curtis Parker	None	0 0	1 1	2 2	0 0	3 3
			Novell eDirectory	0 0	0 0	1 0	0 0	1 0
			Product Total	0 0	1 1	3 2	0 0	4 3
		Danny Black	None	0 0	0 0	1 1	0 0	1 1
			Product Total	0 0	0 0	1 1	0 0	1 1
		Joe Benson	None	0 0	0 0	1 0	0 0	1 0
			Product Total	0 0	0 0	1 0	0 0	1 0
		Mike Tyrrell	None	1 0	0 0	0 0	0 0	1 0
			Product Total	1 0	0 0	0 0	0 0	1 0
		Patrick Funk	None	0 0	0 0	1 0	0 0	1 0
			Product Total	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total		1 0	1 1	6 3	0 0	8 4
	Help Desk	Brenda Treadway	iPhone	0 0	0 0	1 0	0 0	1 0
			Novell Client for 32-bit Windows	0 0	0 0	1 0	0 0	1 0

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## Administrative Services

				Critical	High	Low	Medium	MR Total
Administrative Services	Help Desk	Brenda Treadway	Novell GroupWise	0 0	0 0	2 0	0 0	2 0
			Product Total	0 0	0 0	4 0	0 0	4 0
		Eileen Dubach	Access Point	0 0	0 0	1 0	0 0	1 0
			Novell Client for 32-bit Windows	0 0	0 0	1 0	0 0	1 0
			Product Total	0 0	0 0	2 0	0 0	2 0
		James Stearns	Novell Client for 32-bit Windows	0 0	0 0	2 0	0 0	2 0
			Product Total	0 0	0 0	2 0	0 0	2 0
		Julie VanBeekum	Novell GroupWise	0 0	0 0	1 0	0 0	1 0
			Product Total	0 0	0 0	1 0	0 0	1 0
		Sarah Johnson	Droid	0 0	0 0	1 0	0 0	1 0
			Product Total	0 0	0 0	1 0	0 0	1 0
		Vicky Marrelli	Novell Client for 32-bit Windows	0 0	0 0	4 0	0 0	4 0
			Novell GroupWise	0 0	0 0	1 0	0 0	1 0
			PGP	0 0	0 0	1 0	0 0	1 0

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## Administrative Services

				Critical	High	Low	Medium	MR Total
Administrative Services	Help Desk	Vicky Marrelli	Product Total	0 0	0 0	6 0	0 0	6 0
		Assigned to Individual Total		0 0	0 0	16 0	0 0	16 0
	Metro A Desktop Support	Kraig Ellis	None	0 0	0 0	4 0	0 0	4 0
			Product Total	0 0	0 0	4 0	0 0	4 0
		Assigned to Individual Total		0 0	0 0	4 0	0 0	4 0
	Metro A Help Desk	Cindy Schroeder	Novell GroupWise	0 0	0 0	2 0	0 0	2 0
			Product Total	0 0	0 0	2 0	0 0	2 0
		Liz Evans	None	0 0	0 0	1 0	0 0	1 0
			Product Total	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	0 0	3 0	0 0	3 0
	Metro B Desktop Support	Jay Locker	None	0 0	0 0	1 0	0 0	1 0
			Product Total	0 0	0 0	1 0	0 0	1 0
		Ken Bolkcom	None	0 0	0 0	1 0	0 0	1 0
			Product Total	0 0	0 0	1 0	0 0	1 0

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## Administrative Services

				Critical	High	Low	Medium	MR Total
Administrative Services	Metro B Desktop Support	Sean Chadbourne	None	0	0	1	0	1
				0	0	0	0	0
		Tyler Pearce	Product Total	0	0	1	0	1
				0	0	0	0	0
		Tyler Pearce	None	0	0	1	0	1
				0	0	0	0	0
		Tyler Pearce	Product Total	0	0	1	0	1
				0	0	0	0	0
		Assigned to Individual Total		0	0	4	0	4
				0	0	0	0	0
	Metro B Help Desk	Ed Conrad	Novell GroupWise	0	0	1	0	1
				0	0	0	0	0
		Janet Hongsyvilay	Product Total	0	0	1	0	1
				0	0	0	0	0
		Janet Hongsyvilay	Novell GroupWise	0	0	1	0	1
				0	0	0	0	0
		Janet Hongsyvilay	Product Total	0	0	1	0	1
				0	0	0	0	0
		Assigned to Individual Total		0	0	2	0	2
				0	0	0	0	0
	Network Operations	Robert Ryan	None	0	0	1	0	1
				0	0	0	0	0
		Robert Ryan	Product Total	0	0	1	0	1
				0	0	0	0	0
		Assigned to Individual Total		0	0	1	0	1
				0	0	0	0	0
	Rural Central Desktop Support	Paul Petersen	None	0	0	2	0	2
				0	0	0	0	0

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## Administrative Services

				Critical	High	Low	Medium	MR Total
Administrative Services	Rural Central Desktop Support	Paul Petersen	Product Total	0 0	0 0	2 0	0 0	2 0
			None	0 0	0 0	1 0	0 0	1 0
		Rod Montoya	Product Total	0 0	0 0	1 0	0 0	1 0
			Assigned to Individual Total	0 0	0 0	3 0	0 0	3 0
	Rural North Desktop Support	Don Higgs	Microsoft Excel	0 0	0 0	1 0	0 0	1 0
			Product Total	0 0	0 0	1 0	0 0	1 0
		Kim Ratushniak	Internet Explorer	0 0	0 0	1 0	0 0	1 0
			Product Total	0 0	0 0	1 0	0 0	1 0
		Ruston McKay	Novell Client for 32-bit Windows	0 0	0 0	1 0	0 0	1 0
			Novell GroupWise	0 0	0 0	1 0	0 0	1 0
			Product Total	0 0	0 0	2 0	0 0	2 0
		Ryan Casey	None	0 0	0 0	2 0	0 0	2 0
			Product Total	0 0	0 0	2 0	0 0	2 0
		Assigned to Individual Total		0 0	0 0	6 0	0 0	6 0

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## Administrative Services

				Critical	High	Low	Medium	MR Total
Administrative Services	Rural South Desktop Support	Meladye Shively	None	0 0	0 0	1 0	0 0	1 0
			Product Total	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	0 0	1 0	0 0	1 0
	Security	Sharon Smith	Novell Client for 32-bit Windows	0 0	0 0	1 0	0 0	1 0
			Product Total	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	0 0	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	None	0 0	0 0	2 0	0 0	2 0
			Product Total	0 0	0 0	2 0	0 0	2 0
		Assigned to Individual Total		0 0	0 0	2 0	0 0	2 0
	Voice Operations	Britany Finlay	Telephone	0 0	0 0	1 0	0 0	1 0
			Product Total	0 0	0 0	1 0	0 0	1 0
		Gail Christiansen	Telephone	0 0	0 0	1 0	0 0	1 0
			Product Total	0 0	0 0	1 0	0 0	1 0
		Romanza Hamblin	None	0 0	0 0	1 0	0 0	1 0
			Product Total	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	0 0	1 0	0 0	1 0

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## Administrative Services

				Critical	High	Low	Medium	MR Total
Administrative Services	Voice Operations	Romanza Hamblin	Telephone	0 0	0 0	3 0	1 0	4 0
			Product Total	0 0	0 0	4 0	1 0	5 0
		Romanza Hamblin	Telephone	0 0	1 0	0 0	0 0	1 0
			Product Total	0 0	1 0	0 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	6 0	1 0	8 0
	Assigned Group Total			1 0	3 1	122 3	2 0	128 4
	Customer Company Total			1 0	3 1	122 3	2 0	128 4



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## Administrative Services

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Average time in hours				
				Critical	High	Low	Medium	ATTR Total
Administrative Services	Application Services	Dustin Crump	None	0 0.00	0 0.00	1 0.99	0 0.00	1 0.99
			Product Total	0 0.00	0 0.00	1 0.99	0 0.00	1 0.99
		Martin Gonzalez	Novell GroupWise	0 0.00	0 0.00	1 2.22	0 0.00	1 2.22
			Product Total	0 0.00	0 0.00	1 2.22	0 0.00	1 2.22
		Paul Lundell	Novell GroupWise	0 0.00	0 0.00	2 1.30	0 0.00	2 1.30
			Product Total	0 0.00	0 0.00	2 1.30	0 0.00	2 1.30
		Tony Larsen	Novell GroupWise	0 0.00	0 0.00	1 1.34	1 0.79	2 1.06
			Product Total	0 0.00	0 0.00	1 1.34	1 0.79	2 1.06
		Assigned to Individual Total		0 0.00	0 0.00	5 1.43	1 0.79	6 1.32
	Application Support - DFI	Drew Penrod	Data Warehouse	0 0.00	0 0.00	1 4.86	0 0.00	1 4.86
			Product Total	0 0.00	0 0.00	1 4.86	0 0.00	1 4.86

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## Administrative Services

				Critical	High	Low	Medium	ATTR Total
Administrative Services	Application Support - DFI	Assigned to Individual Total		0 0.00	0 0.00	1 4.86	0 0.00	1 4.86
	Capitol Desktop Support	Brian Bintz	None	0 0.00	0 0.00	3 1.02	0 0.00	3 1.02
			PGP	0 0.00	0 0.00	1 1.03	0 0.00	1 1.03
			ZENworks for Desktops	0 0.00	0 0.00	1 2.05	0 0.00	1 2.05
			Product Total	0 0.00	0 0.00	5 1.23	0 0.00	5 1.23
		Chad Poll	None	0 0.00	0 0.00	2 0.96	0 0.00	2 0.96
			ZENworks for Desktops	0 0.00	0 0.00	1 0.42	0 0.00	1 0.42
			Product Total	0 0.00	0 0.00	3 0.78	0 0.00	3 0.78
		Michael Hussey	Microsoft Excel	0 0.00	0 0.00	1 0.81	0 0.00	1 0.81
			None	0 0.00	1 1.02	0 0.00	0 0.00	1 1.02
			Product Total	0 0.00	1 1.02	1 0.81	0 0.00	2 0.91
		Paul Ross	None	0 0.00	0 0.00	1 2.34	0 0.00	1 2.34
			Product Total	0 0.00	0 0.00	1 2.34	0 0.00	1 2.34
		Scott Wunderlich	None	0 0.00	0 0.00	14 1.41	0 0.00	14 1.41

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## Administrative Services

				Critical	High	Low	Medium	ATTR Total
Administrative Services	Capitol Desktop Support	Scott Wunderlich	Novell Client for 32-bit Windows	0 0.00	0 0.00	1 0.46	0 0.00	1 0.46
			<b>Product Total</b>	0 0.00	0 0.00	15 1.34	0 0.00	15 1.34
		Tom Hanson	BMI	0 0.00	0 0.00	1 5.58	0 0.00	1 5.58
			Cisco AnyConnect VPN	0 0.00	0 0.00	1 1.19	0 0.00	1 1.19
			Microsoft Access	0 0.00	0 0.00	1 0.88	0 0.00	1 0.88
			Microsoft Office	0 0.00	0 0.00	1 1.03	0 0.00	1 1.03
			Microsoft Office Professional 2010	0 0.00	0 0.00	1 0.50	0 0.00	1 0.50
			Microsoft Word	0 0.00	0 0.00	1 3.90	0 0.00	1 3.90
			None	0 0.00	0 0.00	25 1.39	0 0.00	25 1.39
			Novell Client for 32-bit Windows	0 0.00	0 0.00	1 1.63	0 0.00	1 1.63
			Novell GroupWise	0 0.00	0 0.00	1 1.06	0 0.00	1 1.06
			ZENworks for Desktops	0 0.00	0 0.00	3 1.39	0 0.00	3 1.39
			<b>Product Total</b>	0 0.00	0 0.00	36 1.52	0 0.00	36 1.52
		<b>Assigned to Individual Total</b>		0 0.00	1 1.02	61 1.42	0 0.00	62 1.41

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## Administrative Services

				Critical	High	Low	Medium	ATTR Total
Administrative Services	Capitol Hosting	Curtis Parker	None	0 0.00	1 20.03	2 11.65	0 0.00	3 14.44
			Novell eDirectory	0 0.00	0 0.00	1 3.24	0 0.00	1 3.24
			Product Total	0 0.00	1 20.03	3 8.84	0 0.00	4 11.64
		Danny Black	None	0 0.00	0 0.00	1 33.34	0 0.00	1 33.34
			Product Total	0 0.00	0 0.00	1 33.34	0 0.00	1 33.34
		Joe Benson	None	0 0.00	0 0.00	1 0.28	0 0.00	1 0.28
			Product Total	0 0.00	0 0.00	1 0.28	0 0.00	1 0.28
		Mike Tyrrell	None	1 0.47	0 0.00	0 0.00	0 0.00	1 0.47
			Product Total	1 0.47	0 0.00	0 0.00	0 0.00	1 0.47
		Patrick Funk	None	0 0.00	0 0.00	1 1.85	0 0.00	1 1.85
			Product Total	0 0.00	0 0.00	1 1.85	0 0.00	1 1.85
		Assigned to Individual Total		1 0.47	1 20.03	6 10.33	0 0.00	8 10.31
	Help Desk	Brenda Treadway	iPhone	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
			Novell Client for 32-bit Windows	0 0.00	0 0.00	1 0.19	0 0.00	1 0.19

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## Administrative Services

				Critical	High	Low	Medium	ATTR Total
Administrative Services	Help Desk	Brenda Treadway	Novell GroupWise	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
			Product Total	0 0.00	0 0.00	4 0.05	0 0.00	4 0.05
		Eileen Dubach	Access Point	0 0.00	0 0.00	1 1.90	0 0.00	1 1.90
			Novell Client for 32-bit Windows	0 0.00	0 0.00	1 0.78	0 0.00	1 0.78
			Product Total	0 0.00	0 0.00	2 1.34	0 0.00	2 1.34
		James Stearns	Novell Client for 32-bit Windows	0 0.00	0 0.00	2 0.05	0 0.00	2 0.05
			Product Total	0 0.00	0 0.00	2 0.05	0 0.00	2 0.05
		Julie VanBeekum	Novell GroupWise	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Sarah Johnson	Droid	0 0.00	0 0.00	1 0.50	0 0.00	1 0.50
			Product Total	0 0.00	0 0.00	1 0.50	0 0.00	1 0.50
		Vicky Marrelli	Novell Client for 32-bit Windows	0 0.00	0 0.00	4 0.00	0 0.00	4 0.00
			Novell GroupWise	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
			PGP	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00

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## Administrative Services

				Critical	High	Low	Medium	ATTR Total
Administrative Services	Help Desk	Vicky Marrelli	Product Total	0 0.00	0 0.00	6 0.00	0 0.00	6 0.00
		Assigned to Individual Total		0 0.00	0 0.00	16 0.22	0 0.00	16 0.22
	Metro A Desktop Support	Kraig Ellis	None	0 0.00	0 0.00	4 1.93	0 0.00	4 1.93
			Product Total	0 0.00	0 0.00	4 1.93	0 0.00	4 1.93
		Assigned to Individual Total		0 0.00	0 0.00	4 1.93	0 0.00	4 1.93
	Metro A Help Desk	Cindy Schroeder	Novell GroupWise	0 0.00	0 0.00	2 0.07	0 0.00	2 0.07
			Product Total	0 0.00	0 0.00	2 0.07	0 0.00	2 0.07
		Liz Evans	None	0 0.00	0 0.00	1 0.15	0 0.00	1 0.15
			Product Total	0 0.00	0 0.00	1 0.15	0 0.00	1 0.15
		Assigned to Individual Total		0 0.00	0 0.00	3 0.10	0 0.00	3 0.10
	Metro B Desktop Support	Jay Locker	None	0 0.00	0 0.00	1 1.17	0 0.00	1 1.17
			Product Total	0 0.00	0 0.00	1 1.17	0 0.00	1 1.17
		Ken Bolkcom	None	0 0.00	0 0.00	1 0.52	0 0.00	1 0.52
			Product Total	0 0.00	0 0.00	1 0.52	0 0.00	1 0.52

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## Administrative Services

				Critical	High	Low	Medium	ATTR Total
Administrative Services	Metro B Desktop Support	Sean Chadbourne	None	0 0.00	0 0.00	1 0.22	0 0.00	1 0.22
			Product Total	0 0.00	0 0.00	1 0.22	0 0.00	1 0.22
		Tyler Pearce	None	0 0.00	0 0.00	1 0.42	0 0.00	1 0.42
			Product Total	0 0.00	0 0.00	1 0.42	0 0.00	1 0.42
		Assigned to Individual Total		0 0.00	0 0.00	4 0.58	0 0.00	4 0.58
	Metro B Help Desk	Ed Conrad	Novell GroupWise	0 0.00	0 0.00	1 0.94	0 0.00	1 0.94
			Product Total	0 0.00	0 0.00	1 0.94	0 0.00	1 0.94
		Janet Hongsyvilay	Novell GroupWise	0 0.00	0 0.00	1 0.38	0 0.00	1 0.38
			Product Total	0 0.00	0 0.00	1 0.38	0 0.00	1 0.38
		Assigned to Individual Total		0 0.00	0 0.00	2 0.66	0 0.00	2 0.66
	Network Operations	Robert Ryan	None	0 0.00	0 0.00	1 1.33	0 0.00	1 1.33
			Product Total	0 0.00	0 0.00	1 1.33	0 0.00	1 1.33
		Assigned to Individual Total		0 0.00	0 0.00	1 1.33	0 0.00	1 1.33
	Rural Central Desktop Support	Paul Petersen	None	0 0.00	0 0.00	2 2.14	0 0.00	2 2.14

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## Administrative Services

				Critical	High	Low	Medium	ATTR Total
Administrative Services	Rural Central Desktop Support	Paul Petersen	Product Total	0 0.00	0 0.00	2 2.14	0 0.00	2 2.14
		Rod Montoya	None	0 0.00	0 0.00	1 0.03	0 0.00	1 0.03
			Product Total	0 0.00	0 0.00	1 0.03	0 0.00	1 0.03
		Assigned to Individual Total		0 0.00	0 0.00	3 1.44	0 0.00	3 1.44
	Rural North Desktop Support	Don Higgs	Microsoft Excel	0 0.00	0 0.00	1 0.52	0 0.00	1 0.52
			Product Total	0 0.00	0 0.00	1 0.52	0 0.00	1 0.52
		Kim Ratushniak	Internet Explorer	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Ruston McKay	Novell Client for 32-bit Windows	0 0.00	0 0.00	1 0.63	0 0.00	1 0.63
			Novell GroupWise	0 0.00	0 0.00	1 3.16	0 0.00	1 3.16
			Product Total	0 0.00	0 0.00	2 1.89	0 0.00	2 1.89
		Ryan Casey	None	0 0.00	0 0.00	2 0.20	0 0.00	2 0.20
			Product Total	0 0.00	0 0.00	2 0.20	0 0.00	2 0.20
		Assigned to Individual Total		0 0.00	0 0.00	6 0.78	0 0.00	6 0.78



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## Administrative Services

				Critical	High	Low	Medium	ATTR Total
Administrative Services	Rural South Desktop Support	Meladye Shively	None	0 0.00	0 0.00	1 0.53	0 0.00	1 0.53
			Product Total	0 0.00	0 0.00	1 0.53	0 0.00	1 0.53
		Assigned to Individual Total		0 0.00	0 0.00	1 0.53	0 0.00	1 0.53
	Security	Sharon Smith	Novell Client for 32-bit Windows	0 0.00	0 0.00	1 0.18	0 0.00	1 0.18
			Product Total	0 0.00	0 0.00	1 0.18	0 0.00	1 0.18
		Assigned to Individual Total		0 0.00	0 0.00	1 0.18	0 0.00	1 0.18
	Strategic Communications	Dennis Rogers	None	0 0.00	0 0.00	2 3.06	0 0.00	2 3.06
			Product Total	0 0.00	0 0.00	2 3.06	0 0.00	2 3.06
		Assigned to Individual Total		0 0.00	0 0.00	2 3.06	0 0.00	2 3.06
	Voice Operations	Britany Finlay	Telephone	0 0.00	0 0.00	1 1.06	0 0.00	1 1.06
			Product Total	0 0.00	0 0.00	1 1.06	0 0.00	1 1.06
		Gail Christiansen	Telephone	0 0.00	0 0.00	1 0.18	0 0.00	1 0.18
			Product Total	0 0.00	0 0.00	1 0.18	0 0.00	1 0.18
		Romanza Hamblin	None	0 0.00	0 0.00	1 0.27	0 0.00	1 0.27

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## Administrative Services

				Critical	High	Low	Medium	ATTR Total
Administrative Services	Voice Operations	Romanza Hamblin	Telephone	0 0.00	0 0.00	3 0.42	1 0.16	4 0.35
			Product Total	0 0.00	0 0.00	4 0.38	1 0.16	5 0.34
		Romanza Hamblin Serenson	Telephone	0 0.00	1 0.36	0 0.00	0 0.00	1 0.36
			Product Total	0 0.00	1 0.36	0 0.00	0 0.00	1 0.36
		Assigned to Individual Total			0 0.00	1 0.36	6 0.46	1 0.16
	Assigned Group Total			1 0.47	3 7.14	122 1.60	2 0.48	128 1.71
Customer Company Total				1 0.47	3 7.14	122 1.60	2 0.48	128 1.71

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## Administrative Services

### Detail

<b>INC000000450508</b>	Arleen Herald	Application	Error	BMI		TIR Missed: No	0.24
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	5.58
<b>INC000000453255</b>	Brook McElmurry	PC/Laptop	Error	None		TIR Missed: No	0.09
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.18
<b>INC000000453464</b>	Amanda Ronan	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	5.60
<b>INC000000453889</b>	Robert D Johnson	Network	None	Novell eDirectory		TIR Missed: No	0.14
	Capitol Hosting	Curtis Parker	Administrative Services	Low	Closed	TTR Missed: No	3.24
<b>INC000000454989</b>	Lori Charboneau	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.72
<b>INC000000455026</b>	Darin Janzen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.90
<b>INC000000455340</b>	Tony Dayish	None	None	Novell GroupWise		TIR Missed: No	0.36
	Metro B Help Desk	Janet Hongsyvilay	Administrative Services	Low	Closed	TTR Missed: No	0.38
<b>INC000000455342</b>	Dorothy Taylor	Application	Error	None		TIR Missed: No	0.08
	Capitol Hosting	Mike Tyrrell	Administrative Services	Critical	Closed	TTR Missed: No	0.47
<b>INC000000455450</b>	Darin Janzen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.24
<b>INC000000455644</b>	Gina Strack	PC/Laptop	Password	None		TIR Missed: No	0.33
	Metro A Desktop Support	Kraig Ellis	Administrative Services	Low	Closed	TTR Missed: No	2.83
<b>INC000000455941</b>	Matthew Boyer	Network	Error	None		TIR Missed: No	0.21
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.43
<b>INC000000456009</b>	Allen Guglielmotto	PC/Laptop	None	None		TIR Missed: Yes	1.20
	Metro A Desktop Support	Kraig Ellis	Administrative Services	Low	Closed	TTR Missed: No	2.06
<b>INC000000456079</b>	Anne McNally	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.79
<b>INC000000456361</b>	Cynthia S Bowers	Application	None	None		TIR Missed: No	0.06
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.56
<b>INC000000456415</b>	Paul Bowers	Application	Error	None		TIR Missed: No	0.34
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.83
<b>INC000000456553</b>	Tara Eutsler	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00

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## Administrative Services

<b>INC000000456612</b>	Allen Guglielmotto	Application	Password	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000456807</b>	Paul Bowers	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.21
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.96
<b>INC000000456818</b>	Austin Preston	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000456940</b>	Garret Johnston	Application	None	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000457087</b>	Cynthia S Bowers	Application	None	Microsoft Office	TIR Missed: No	0.53
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.03
<b>INC000000457110</b>	Evan Taylor	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	0.13
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.19
<b>INC000000457114</b>	Allen Guglielmotto	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000457144</b>	Pam Rugg	PC/Laptop	Hardware	None	TIR Missed: No	0.68
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.08
<b>INC000000457315</b>	Rick Nauta	Application	Error	Internet Explorer	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratuszniak	Administrative Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000457464</b>	Austin Preston	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.37
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.46
<b>INC000000457492</b>	Brook McElmurry	Application	Error	Microsoft Word	TIR Missed: No	0.08
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	3.90
<b>INC000000457543</b>	Leontyne Lloyd	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Administrative Services	Low	Closed	TTR Missed: No	0.78
<b>INC000000457906</b>	Bonita Jones	PC/Laptop	Performance	None	TIR Missed: No	0.59
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.59
<b>INC000000457923</b>	Mike Ambre	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.45
Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed	TTR Missed: No	0.82
<b>INC000000458002</b>	Allyson Spevak	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.67
Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed	TTR Missed: No	1.79
<b>INC000000458162</b>	Kim Hood	PC/Laptop	Virus	None	TIR Missed: No	0.67
Capitol Desktop Support	Michael Hussey	Administrative Services	High	Closed	TTR Missed: No	1.02
<b>INC000000458282</b>	Anne McNally	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.64

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## Administrative Services

<b>INC000000458317</b>	Chad Spencer Rural North Desktop Support	None Ruston McKay	None Administrative Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.63
<b>INC000000458385</b>	Marilee Richins Help Desk	None Sarah Johnson	None Administrative Services	Droid Low	TIR Missed: No TTR Missed: No	0.17 0.50
<b>INC000000458435</b>	Colin Winchester Rural North Desktop Support	None Ruston McKay	None Administrative Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 3.16
<b>INC000000458509</b>	Robert Melendez Capitol Desktop Support	Application Tom Hanson	Error Administrative Services	Microsoft Access Low	TIR Missed: No TTR Missed: No	0.11 0.88
<b>INC000000458542</b>	Larry Simpson Capitol Desktop Support	PC/Laptop Tom Hanson	Performance Administrative Services	None Low	TIR Missed: No TTR Missed: No	0.07 2.12
<b>INC000000458560</b>	Loretta Tatum Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000458826</b>	Rod Swaner Metro A Help Desk	None Liz Evans	None Administrative Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.15
<b>INC000000458931</b>	Alan Barnett Metro A Help Desk	Application Cindy Schroeder	Password Administrative Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.09 0.10
<b>INC000000459078</b>	Rod Swaner Metro A Help Desk	Application Cindy Schroeder	Password Administrative Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.03 0.05
<b>INC000000459237</b>	Bruce Whittington Help Desk	PC/Laptop Eileen Dubach	Error Administrative Services	Access Point Low	TIR Missed: No TTR Missed: No	0.00 1.90
<b>INC000000459247</b>	Mike Ambre Application Services	Mobile Devices Dustin Crump	Error Administrative Services	None Low	TIR Missed: No TTR Missed: No	0.58 0.99
<b>INC000000459427</b>	Leontyne Lloyd Metro B Desktop Support	Print/Copy/Scan/Fax Jay Locker	Incident Administrative Services	None Low	TIR Missed: No TTR Missed: No	0.36 1.17
<b>INC000000459478</b>	Marcie Handy Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	TIR Missed: No TTR Missed: No	0.00 3.49
<b>INC000000459740</b>	Sean Crawford Help Desk	Mobile Devices Brenda Treadway	None Administrative Services	iPhone Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000459795</b>	Susan Vogel Rural North Desktop Support	Application Don Higgs	Error Administrative Services	Microsoft Excel Low	TIR Missed: No TTR Missed: No	0.00 0.52
<b>INC000000459867</b>	Matthew Boyer Network Operations	Wireless Connectivity Robert Ryan	Error Administrative Services	None Low	TIR Missed: No TTR Missed: No	0.00 1.33
<b>INC000000460120</b>	Bob Anderson Application Services	Application Tony Larsen	Error Administrative Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.76 1.34

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## Administrative Services

<b>INC000000460196</b>	Sue Lundquist	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.16
<b>INC000000460277</b>	Sheri Wolfley	Telecom	Voice Mail	Telephone		TIR Missed: No	0.13
	Voice Operations	Romanza Hamblin	Administrative Services	Low	Closed	TTR Missed: No	0.34
<b>INC000000460416</b>	Mark Dalton	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Administrative Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000460450</b>	Glen Fairclough	PC/Laptop	Hardware	None		TIR Missed: No	0.18
	Metro A Desktop Support	Kraig Ellis	Administrative Services	Low	Closed	TTR Missed: No	2.75
<b>INC000000460523</b>	Patty Wilson	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.18
	Security	Sharon Smith	Administrative Services	Low	Closed	TTR Missed: No	0.18
<b>INC000000460524</b>	Gina strack	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Administrative Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000460672</b>	Kathryn Anderson	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.41
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.63
<b>INC000000460785</b>	Brook McElmurry	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	3.01
<b>INC000000460895</b>	Brian Gillies	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Administrative Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000460925</b>	Cynthia S Bowers	None	None	None		TIR Missed: No	0.70
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.75
<b>INC000000460928</b>	Cynthia S Bowers	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.73
<b>INC000000461187</b>	Russ Jessop	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000461193</b>	Russ Jessop	PC/Laptop	Performance	None		TIR Missed: No	0.01
	Metro B Desktop Support	Sean Chadbourne	Administrative Services	Low	Closed	TTR Missed: No	0.22
<b>INC000000461256</b>	Brian Spencer	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.19
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.19
<b>INC000000461339</b>	Loretta Tatum	PC/Laptop	Hardware	None		TIR Missed: No	0.52
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.52
<b>INC000000461375</b>	Ryan Huntsman	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.66
	Capitol Desktop Support	Paul Ross	Administrative Services	Low	Closed	TTR Missed: No	2.34
<b>INC000000461430</b>	Angie Haisley	Telecom	Coverage Path	Telephone		TIR Missed: No	0.12
	Voice Operations	Romanza Hamblin	Administrative Services	Medium	Closed	TTR Missed: No	0.16

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## Administrative Services

<b>INC000000461714</b>	Roger Faris	Application	Error	None		TIR Missed: No	0.13
	Capitol Hosting	Curtis Parker	Administrative Services	High	Closed	TTR Missed: Yes	20.03
<b>INC000000461750</b>	Dorothy Phillips	Application	None	None		TIR Missed: No	0.16
	Rural South Desktop Support	Meladye Shively	Administrative Services	Low	Closed	TTR Missed: No	0.53
<b>INC000000462049</b>	Anne McNally	EIS Hardware	Printer	None		TIR Missed: No	0.33
	Strategic Communications	Dennis Rogers	Administrative Services	Low	Closed	TTR Missed: No	3.31
<b>INC000000462063</b>	Ken Hansen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.54
<b>INC000000462378</b>	Debbie Bowen	Application	Error	ZENworks for Desktops		TIR Missed: No	0.18
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed	TTR Missed: No	0.42
<b>INC000000462529</b>	Cynthia S Bowers	Network	Error	None		TIR Missed: No	0.21
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.13
<b>INC000000462535</b>	Marla Workman	Application	Error	ZENworks for Desktops		TIR Missed: No	0.35
	Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed	TTR Missed: No	2.05
<b>INC000000462564</b>	Jan Rogerson	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000462592</b>	Dan Martinez	PC/Laptop	None	PGP		TIR Missed: No	0.43
	Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed	TTR Missed: No	1.03
<b>INC000000462678</b>	Stephen Smith	Application	Error	Data Warehouse		TIR Missed: Yes	2.41
	Application Support - DFI	Drew Penrod	Administrative Services	Low	Closed	TTR Missed: No	4.86
<b>INC000000462831</b>	John Koerner	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000463033</b>	Sue Hoskins	None	None	None		TIR Missed: No	0.18
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	5.66
<b>INC000000463167</b>	Sheri Witucki	Application	None	ZENworks for Desktops		TIR Missed: No	0.40
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	2.56
<b>INC000000463258</b>	Jeffrey Smith	Telecom	Voice Mail	Telephone		TIR Missed: No	0.33
	Voice Operations	Romanza Hamblin	Administrative Services	Low	Closed	TTR Missed: No	0.76
<b>INC000000463278</b>	Marilee Richins	PC/Laptop	Error	None		TIR Missed: No	0.10
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed	TTR Missed: No	1.93
<b>INC000000463501</b>	Brook McElmurry	Application	Error	ZENworks for Desktops		TIR Missed: No	0.12
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.93
<b>INC000000463611</b>	Evan Taylor	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.58

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## Administrative Services

<b>INC000000463695</b>	Sonia Smith	Application	None	Microsoft Excel		TIR Missed: No	0.81
	Capitol Desktop Support	Michael Hussey	Administrative Services	Low	Closed	TTR Missed: No	0.81
<b>INC000000464159</b>	Jeff Mottishaw	PC/Laptop	None	None		TIR Missed: No	0.81
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	5.12
<b>INC000000464188</b>	Jenn Johnson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.18
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	2.01
<b>INC000000464196</b>	Sue Hoskins	Telecom	Hardware	Telephone		TIR Missed: No	0.18
	Voice Operations	Britany Finlay	Administrative Services	Low	Resolved	TTR Missed: No	1.06
<b>INC000000464498</b>	Matthew Boyer	Wireless Connectivity	Performance	None		TIR Missed: No	0.21
	Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Resolved	TTR Missed: No	0.44
<b>INC000000464630</b>	Mark Dalton	Network	Error	None		TIR Missed: No	0.39
	Rural North Desktop Support	Ryan Casey	Administrative Services	Low	Resolved	TTR Missed: No	0.39
<b>INC000000464709</b>	Brenda Lee	Application	Error	Novell GroupWise		TIR Missed: No	0.21
	Application Services	Paul Lundell	Administrative Services	Low	Resolved	TTR Missed: No	0.48
<b>INC000000464815</b>	Jim Christensen	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.10
	Help Desk	James Stearns	Administrative Services	Low	Resolved	TTR Missed: No	0.10
<b>INC000000464834</b>	Anne McNally	Application	Error	Novell GroupWise		TIR Missed: No	0.55
	Application Services	Tony Larsen	Administrative Services	Medium	Resolved	TTR Missed: No	0.79
<b>INC000000465121</b>	Garret Johnston	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000465176</b>	Dwight Palmer	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Resolved	TTR Missed: No	1.47
<b>INC000000465306</b>	Mark Knowlden	Application	Error	ZENworks for Desktops		TIR Missed: No	0.11
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	0.67
<b>INC000000465335</b>	Brian Spoon	Telecom	None	None		TIR Missed: No	0.17
	Voice Operations	Romanza Hamblin	Administrative Services	Low	Resolved	TTR Missed: No	0.27
<b>INC000000465462</b>	Elizabeth Perkes	Server	None	None		TIR Missed: No	0.23
	Capitol Hosting	Joe Benson	Administrative Services	Low	Resolved	TTR Missed: No	0.28
<b>INC000000465640</b>	Ken Hansen	Application	None	Novell GroupWise		TIR Missed: No	0.22
	Application Services	Martin Gonzalez	Administrative Services	Low	Resolved	TTR Missed: No	2.22
<b>INC000000465700</b>	Gina Strack	Application	Error	None		TIR Missed: Yes	1.17
	Capitol Hosting	Patrick Funk	Administrative Services	Low	Resolved	TTR Missed: No	1.85
<b>INC000000466066</b>	Rick clawson	Telecom	Voice Mail	Telephone		TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin	Administrative Services	Low	Resolved	TTR Missed: No	0.15



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## Administrative Services

<b>INC000000466224</b>	Dwight Palmer	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Resolved	TTR Missed: No	2.82
<b>INC000000466306</b>	Elizabeth Perkes	None	None	None		TIR Missed: Yes	33.34
	Capitol Hosting	Danny Black	Administrative Services	Low	Resolved	TTR Missed: Yes	33.34
<b>INC000000466368</b>	Jan Rogerson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000466407</b>	Brenda Lee	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	2.83
<b>INC000000466571</b>	Nick R Radulovich	Telecom	Dial Tone	Telephone		TIR Missed: No	0.20
	Voice Operations	Romanza Hamblin Sorensen	Administrative Services	High	Resolved	TTR Missed: No	0.36
<b>INC000000466859</b>	Scott Sutherland	Network	Incident	None		TIR Missed: No	0.12
	Metro B Desktop Support	Ken Bolkcom	Administrative Services	Low	Resolved	TTR Missed: No	0.52
<b>INC000000467035</b>	Cynthia S Bowers	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	0.91
<b>INC000000467162</b>	Tami Nelson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	0.11
<b>INC000000467352</b>	Marcie Handy	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	2.00
<b>INC000000467820</b>	Nick R Radulovich	Telecom	Dial Tone	Telephone		TIR Missed: No	0.10
	Voice Operations	Gail Christiansen	Administrative Services	Low	Resolved	TTR Missed: No	0.18
<b>INC000000467883</b>	James Golden	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.18
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.75
<b>INC000000467947</b>	Jan Rogerson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000467949</b>	Tanya Price	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	0.62
<b>INC000000468333</b>	Jim Christensen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000468486</b>	Lynda McLane	Application	None	Microsoft Office Professional 20		TIR Missed: No	0.04
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	0.50
<b>INC000000468505</b>	Linda Crawford	PC/Laptop	Virus	None		TIR Missed: No	0.16
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	1.53
<b>INC000000468624</b>	Julie Clark	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low	Resolved	TTR Missed: No	0.00

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## Administrative Services

<b>INC000000468918</b>	Alvin Crown	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Administrative Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000469242</b>	Debbie Hood	None	None	None	TIR Missed: No	0.30
Metro B Desktop Support	Tyler Pearce	Administrative Services	Low	Resolved	TTR Missed: No	0.42
<b>INC000000469296</b>	Roger Faris	Server	Performance	None	TIR Missed: Yes	5.84
Capitol Hosting	Curtis Parker	Administrative Services	Low	Resolved	TTR Missed: Yes	13.78
<b>INC000000469314</b>	Anne McNally	EIS Hardware	None	None	TIR Missed: No	0.32
Strategic Communications	Dennis Rogers	Administrative Services	Low	Resolved	TTR Missed: No	2.82
<b>INC000000469343</b>	Emily Barnes	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.22
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	1.03
<b>INC000000469411</b>	Marci Soper	Application	Reporting	Novell GroupWise	TIR Missed: No	0.18
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	1.06
<b>INC000000469655</b>	Tracie Brush	None	None	None	TIR Missed: No	0.00
Capitol Hosting	Curtis Parker	Administrative Services	Low	Resolved	TTR Missed: Yes	9.51
<b>INC000000470087</b>	Scott Sutherland	Application	Error	Novell GroupWise	TIR Missed: No	0.85
Metro B Help Desk	Ed Conrad	Administrative Services	Low	Resolved	TTR Missed: No	0.94
<b>INC000000470187</b>	Doug Stout	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.12
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	3.22
<b>INC000000470426</b>	Tara Eutsler	Application	None	Novell GroupWise	TIR Missed: Yes	1.19
Application Services	Paul Lundell	Administrative Services	Low	Resolved	TTR Missed: No	2.12